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ABSTRACT

One of 33 self-paced instructional modules for training industry services leaders to provide guidance in the performance of manpower services by public agencies to new and expanding private industry, this module contains three sequential learning activities on identifying the functions of various agencies involved in industry service activities. (Three of the other modules deal with other tasks also required for establishing contacts and relationships: Speaking to industrial and community groups, writing articles for news media, and developing an industry services brochure.) The first learning activity is designed to provide the learner with the needed background information, the second to give opportunity to apply that information in a practice situation, and the final check-out activity allows him to identify functions of agencies in a real work situation where he is employed or when serving as an intern learner. A learner self-test and worksheet are included for help in determining when each objective is accomplished, and a performance checklist is appended for use by the learner and instructor/supervisor to assess progress. (JT)

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MODULE NUMBER II-C

IDENTIFYING FUNCTIONS OF AGENCIES INVOLVED IN INDUSTRY SERVICES

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SELF-PACED INSTRUCTIONAL MODULE

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INSTRUCTIONAL PROCEDURE

This module contains two sequential learning activities and a final check-out activity. A brief overview precedes each learning activity and the final check-out activity. Each learning activity and the final check-out activity provide learning experiences to help you accomplish the objectives. Feedback devices (learner self-test, worksheet, and performance checklist) are provided to help you determine when each objective has been accomplished.

The first learning activity is designed to provide you with the needed **background information**. The second learning activity is designed to give you an opportunity to apply that information in **practice** situations. The **Check-Out Activity** is the final learning activity. It is designed to allow you to identify functions of agencies in a real work situation, such as when you are employed or when you are serving as an intern learner. The **Performance Checklist** (Appendix A) is used by the learner and the instructor/supervisor to assess progress. The checklist is applicable for both practice performance and performance in the real work situation.

After reading the **Objectives** and the **Introduction** on page 3, you should be able to determine how much of this module you will need to complete before the **Check-Out Activity**.

* If you already have the necessary **background information** required for identifying the functions of agencies, you may not need to complete **Learning Activity I**, p. 4 .
* If you already have had **practice** in identifying functions of agencies, you may not need to complete **Learning Activity II**, p. 11.
* Instead, with the approval of your instructor or supervisor, you may choose to proceed directly to the **Check-Out Activity**, p. 12, and identify the functions of agencies involved in industry services when you have access to a **real work situation**.

Your instructor or supervisor may be contacted if you have any difficulty with directions, or in assessing your progress at any time.

SUPPLEMENTARY TEACHING/LEARNING AIDS

An effort has been made to make this module as self-contained as possible. The information contained in the module should be sufficient to develop "entry-level" knowledge and skills. However, more information on this topic is available. The advanced learner may wish to attain higher levels of knowledge and skills.

A list of resources which supplement those contained within the module follows. Check with your instructor or supervisor (1) to determine the availability and the location of these resources, and (2) to get assistance in setting up additional learning activities.

Learning Activity I

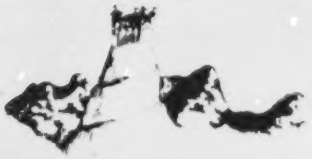
* Pamphlets, brochures, and other descriptive information available from the various agencies involved in industry services
* Brooks, Kent; Herring, William K.; and Newby, Howard. **Start-up Training in Mississippi: Program Development Guide**. Mississippi State, Mississippi 39762: Research and Curriculum Unit, Drawer DX, 1974, pp. 1-6.
* Wagner, Kenneth L. **Program of Work: 1975-76**. Jackson, Mississippi 39205: Mississippi Research and Development Center, July 1975, pp. 6-12.

Learning Activity II

* Resource person familiar with agencies and their functions
* Tape recorder
* Resources listed in Learning Activity I

Check-Out Activity

* Resource person from each agency or who has worked with other agencies in providing industry services
* Pamphlets, brochures, and other descriptive information available from each agency



OBJECTIVES

I. After completing the required reading, take the learner self-test to demonstrate you have attained the knowledge of the functions of agencies involved in industry services. You should complete all items correctly. **(Learning Activity I)**

II. After analyzing the performance instructions, complete the designated practice learning experiences in identifying the functions of agencies involved in industry services. The practice work must conform to the functions worksheet and performance checklist provided in the appendices. **(Learning Activity II)**

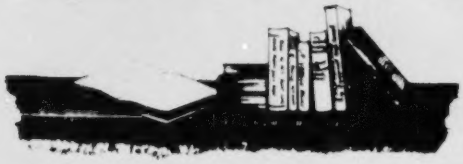
III. In a real work situation, identify the functions of the agencies involved in industry services. Your performance will be judged satisfactory if all the items on the performance checklist (Appendix A) are rated "yes." **(Check-Out Activity)**

IDENTIFYING FUNCTIONS OF AGENCIES INVOLVED IN INDUSTRY SERVICES PROGRAMS

INTRODUCTION

Industry services leaders must coordinate the training of manpower for existing industries and new industries that locate in the various communities of a given state. In order to provide a wide range of industry services, expertise and support may be obtained from several state and local agencies. The industry services leader should acquire a proper knowledge of, and develop the rapport with the various agencies which can assist in providing industry services. This responsibility includes becoming thoroughly familiar with the various agency functions which govern their activities in industrial training services.

This unit is designed to assist the leader in identifying functions of agencies that may affect their involvement in industry services programs.



LEARNING ACTIVITY I: INFORMATION

You should study the information presented in the following pages. You may wish to collect pamphlets, brochures, and other descriptive information from the various agencies involved in industry services. After reading these materials, you will demonstrate knowledge of the functions of the various agencies by completing the **Learner Self-Test**, p. 7 . You will be evaluating your knowledge by comparing your self-test answers with the **Answers to Self-Test**, p. 9 .

I. TERMS UNIQUE TO MODULE

A. **Functions.** Major programs of work or areas of responsibilities.

B. **Rapport.** Cordial relationships and commitments to common goals.

II. REASONS INDUSTRY SERVICES PROGRAMS ARE EXTREMELY DIFFICULT TO COORDINATE

A. **A large number of tasks must be completed in a very short period of time.**

B. **A multiplicity of agencies may be involved in industry services.**

III. FUNCTIONS OF AGENCIES INVOLVED IN INDUSTRY SERVICES

A. **State economic councils seek, find, and persuade industries to locate in the state.** They also promote the expansion of existing industries, and coordinate the various state resources in solving industrial development problems.

B. **Agricultural and industrial boards seek, find, and persuade industries to locate in a state.** These boards attempt to find a balance between agricultural and industrial interests. They also promote the development and expansion of existing industries.

C. **State departments of commerce seek, find, and persuade industries to locate in a state.** They also promote the interests of existing industries, and seek to expand the markets for industrial products.

D. **State research and development centers advise and provide technical services to new and expanding industries.** These services include studies of manpower availability, employment trends, wage trends, transportation, utilities, and environmental problems.

E. State divisions of vocational-technical education provide overall coordination for industry training; provide funds for instructional salaries and supplies; supervise training efforts; and provide consultation services.

F. State research and curriculum units for vocational-technical education provide consultation on training needs, conduct task analyses, develop instructional materials, train instructors, and assist in assessing the effectiveness and efficiency of training programs.

G. State employment service offices recruit, test, screen, refer trainees, and place graduates.

H. Post-secondary and secondary vocational-technical education departments assist in recruiting, selecting, testing, and screening of prospective trainees. They train, evaluate, place, and follow-up trainees. These institutions also recruit instructors, lead in the development of programs, coordinate training programs, furnish facilities, and pay instructors' salaries.

I. Utility companies provide consultation services, and provide gas, water, waste treatment, and electrical facilities for new and expanding industries.

J. City and county governments provide temporary production and training facilities for new and expanding industries, and provide assistance in complying with the various government ordinances and regulations.

K. Transportation and warehousing companies provide for shipping and storage of new equipment and supplies. Transportation companies also assist industries in planning for shipping products, and provide means for shipping products.

L. Vending companies provide sources for obtaining needed equipment, tools, and supplies.

M. Machine shops (job shops) manufacture required precision tooling required for industrial production equipment.

*Continue this learning activity by completing the **Learner Self-Test** which follows.

LEARNER SELF-TEST

This is a checkpoint knowledge test needed before proceeding to the identification of agency functions in a practice situation. Follow the instructions provided for each item. Check your answers with the **Answers to Self-Test** which follow. If you fail to complete all items correctly, you may want to refer back to the module information.

1. Explain two reasons why the coordination of industry services may be extremely difficult.

   a.

   b.

2. Match the agencies on the left with the correct duties or functions listed on the right by placing the correct letter by the number. One group of functions may be performed by more than one agency. Therefore, a given letter may be used more than once.

_____ 1.	State economic councils	A. Advise and provide technical services to new and expanding industries.
_____ 2.	Research and curriculum units	B. Recruit, test, screen, and refer trainees to training program; and place graduates.
_____ 3.	State employment service offices	C. Provide overall coordination for industry training; pay instructors; supervise training efforts; and provide consultation services.
_____ 4.	State divisions of vocational-technical education	D. Conduct task analyses and develop instructional materials.
_____ 5.	Agricultural and industrial boards	E. Provide gas, water, waste, and electrical facilities.
_____ 6.	Utility companies	F. Seek, find, and persuade industries to locate in the state.

ANSWERS TO SELF-TEST

1.

a. Due to large number of tasks to be completed in a very short time

b. Due to multiplicity of agencies involved in industry services

2.

F 1.

D 2.

B 3.

C 4.

F 5.

E 6.

*Proceed to the next learning activity for practice in identifying agency functions.

LEARNING ACTIVITY II: PRACTICE PERFORMANCE

You will be required to practice identifying the functions of agencies involved in industry services. Several subactivities must be completed before the functions are identified. You may want to interview a person who is well versed in the functions of several agencies involved in industry services. You must complete a **Function Identification Worksheet** from Appendix B for each agency studied. You will be evaluating your performance on identifying agency functions using the **Performance Checklist**, Appendix A.

I. Determine the specific agencies you will study. These may be both public and private agencies which are most likely to be involved in industry services. Use the **Function Worksheet** presented in Appendix B to provide answers to questions about industry services involvement. Contact each agency by phone or by letter and request information, or arrange for an interview with one or more persons in the agency to obtain information. You may wish to tape record information gathered during interviews.

II. Record the information compiled on each agency, using the **Functions Worksheet**. This information will be judged for quality and accuracy by your instructor or supervisor using the **Performance Checklist** presented in Appendix A. All items on the checklist must be rated "yes."

*Completion of the previous learning activities should have prepared you for identifying agency functions in a real work situation. Proceed to the **Check-Out Activity**.

CHECK-OUT ACTIVITY: PERFORMANCE IN REAL WORK SITUATION

The activity which follows is intended to be conducted in an actual on-the-job situation. It may be completed without completing the two learning activities, if you think you have the proficiency to do so.

You must establish relationships with other agencies which are involved with various aspects of industry services, or which have services which could be of benefit to the industry services program. One of the first responsibilities of the industry services leader in establishing rapport with the various agencies is to learn the functions of each agency, and which of these functions are directly or indirectly related to the industry services program.

In a real work situation, contact the agencies which you think might assist in industry services and identify the functions which are related to your industry services program. Your performance will be judged by your instructor or supervisor using a checklist. All items on the **Performance Checklist** (Appendix A) must be rated "yes."

*After completing the **Check-Out Activity**, you may select another module for study. Your instructor or supervisor may be contacted if you have any difficulty in selecting a module.

APPENDIX A

PERFORMANCE CHECKLIST

Identifying functions of agencies involved in industry services.

INSTRUCTIONS: If the performance is satisfactory, write YES in the space provided. If the performance is unsatisfactory, write NO in the space. Each item must be rated "yes" for satisfactory task performance.

1. Was the overall purpose of each agency stated? ☐
2. Was an indication made as to the present knowledge each agency has of the industry services program? ☐
3. Did the identification show each agency's functions related to industry services? ☐
4. Was a relationship clearly shown between the functions identified and the industry services program? ☐
5. Were potential cooperative arrangements between each agency and the industry services program identified? ☐
6. Was the name, address, and phone number of each agency contact person given? ☐

APPENDIX B

FUNCTIONS WORKSHEET

THE PROSPECTIVE AGENCIES

1. What agencies do I want to study?

2. What are the overall purposes of each agency?

3. What is the organizational structure of each agency?

4. How much does each agency already know about industry services?

5. What relationships now exist between the agency and your program of industry services?

AGENCY FUNCTIONS AND RELATIONSHIPS

1. What are the policies and procedures of each agency that delineate functions related to industry services?

2. What are the functions of each agency which are related to industry services?

3. How are the identified functions related to your program of industry services?

4. What should be done to bring each agency together to cooperatively provide industry services?

RELATED INFORMATION

1. Where is each agency office located?

2. What is the name and phone number of the contact person for each agency?

LIST OF INDUSTRY SERVICES LEADERSHIP DEVELOPMENT MODULES

I. **Orientation to Industry Services**

- A. Introduction to Industry Services
- B. Industry Services Leadership Development Program: Guide for Using the Self-Paced Instructional Modules

II. **Establishing Contacts and Relationships**

- A. Speaking to Industrial and Community Groups
- B. Writing Articles for News Media
- C. Identifying Functions of Agencies Involved in Industry Services
- D. Developing a Brochure for Industry Services

III. **Obtaining Agreements**

- A. Developing Training Agreements
- B. Developing a Lead-time Schedule
- C. Interpreting Legislation Related to Industry Services

IV. **Identifying Training Needs**

- A. Collecting Framework Production and Training Information
- B. Selecting Types of Training Programs
- C. Preparing a Budget for an Industry Services Project

V. **Acquiring Resources**

- A. Selecting Instructors for Industry Services
- B. Securing a Training Site
- C. Securing Training Equipment, Tools, and Supplies

VI. **Training Instructors for Industry Services**

Training Instructors for Industry Services

VII. **Preparing for Training**

- A. Adapting the Training Site to Training Needs
- B. Evaluating Safety Conditions at Training Sites
- C. Announcing the Opening of a Training Program

VIII. **Preparing Training Materials**

- A. Conducting a Task Analysis
- B. Developing Performance Objectives
- C. Determining Types of Instructional Methods and Media
- D. Developing Performance Tests
- E. Developing Training Manuals
- F. Preparing Videotapes for an Industry Services Program
- G. Setting Up Learning Centers for Industry Services Programs

IX. **Selecting Candidates**

Developing a Plan for Testing and Counseling Applicants for a Training Program

X. **Monitoring Training Programs**

- A. Assisting in Providing Pre-Employment and In-Plant Training
- B. Developing a Procedure for Keeping Participating Agencies Informed About Training Program Activities
- C. Monitoring Training Programs for Progress and Expenditures

XI. **Closing Training Programs**

Closing a Training Program

XII. **Placing Program Participants**

Developing a Plan for Placing Graduates of a Pre-Employment Training Program

XIII. **Evaluating Industry Services Programs**

Evaluating Industry Services Programs

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